

**Kathleen B. Levitz**  
Vice President-Federal Regulatory

**RECEIVED**

**MAR 29 1999**

**FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY**

**BELLSOUTH**  
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**March 29, 1999**

**Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
The Portals  
445 12<sup>th</sup> St. S.W.  
Washington, D.C. 20554**

**EX PARTE OR LATE FILED**

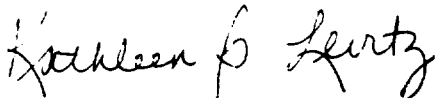
**Re: Written Ex Parte in CC Docket No. 98-56 and  
CC Docket No. 98-121**

**Dear Ms. Salas:**

On March 29, 1999, BellSouth provided the attached documents to Daniel Shiman in response to a request from the staff of the Common Carrier Bureau's Policy and Program Planning Division.

Pursuant to Section 1.1206(b)(1) of the Commission's rules, I am filing two copies of this notice and those documents for inclusion in the record of both dockets identified above.

Sincerely,



**Kathleen B. Levitz  
Vice President - Federal Regulatory**

**Attachment**

**cc: Daniel Shiman (w/o attachment)**

Kathleen B. Levitz  
Vice President-Federal Regulatory

March 29, 1999

Dr. Daniel Shiman  
Policy and Program Planning Division  
Common Carrier Bureau  
Federal Communications Commission  
The Portals  
445 12<sup>th</sup> St. S.W.  
Washington, D.C. 20554

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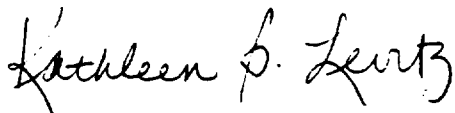
Written Ex Parte in CC Docket No. 98-121 and  
CC Docket No. 98-56

Dear Dr. Shiman:

On March 11, 1999, BellSouth made an oral presentation to the staff of the Common Carrier Bureau. For part of that presentation BellSouth relied upon a document entitled "Proposals to Establish Voluntary Self Effectuating Enforcement Mechanisms. Subsequently Bureau staff asked that BellSouth provide the information upon which it relied in creating the table that appeared on page 9 of that document. In partial response to that request, I am attaching copies of three documents entitled respectively: Bell Atlantic Schedule 27.1 - Performance Measurements; Draft SQM Comparison Matrix; and SQM Penalty Matrix.

In compliance with Section 1.1206(b)(1) of the Commission's rules, I have today filed with the Secretary of the Commission two copies of this written ex parte presentation for both CC Docket No. 98-56 and CC Docket No. 98-121 and requested that it be associated with the record of both dockets.

Sincerely,



Kathleen B. Levitz  
Vice President - Federal Regulatory

Attachments

cc: Jake Jennings (w/o attachments)

**BELL ATLANTIC**

## SCHEDULE 27.1

### PERFORMANCE MEASUREMENTS

#### Comparability Reports for Resale

<i>Product:</i>	Resale - POTS
<i>State:</i>	New Jersey
<i>Time Period:</i>	Monthly

Metric	Actual Service Performance		
	Carrier	All Telecom. Carriers	BA & Affiliates
<b>Provisioning</b>			
Number of Installation Orders			
Average Interval - business days			
% Complete w/in 5 Days - Residence			
% Complete w/in 5 Days - Business			
% Missed Appointment - BA - Dispatch			
% Missed Appointment - BA - No Dispatch			
% Completed in 1 business day - Dispatch			
% Completed in 1 business day - No Dispatch			
% Completed w/in 2 business days - Dispatch			
% Completed w/in 2 business days - No Dispatch			
% Completed w/in 3 business days - Dispatch			
% Completed w/in 3 business days - No Dispatch			

% Completed w/in 4 business days			
% Completed w/in 5 business days			
% Completed w/in 6 business days			
% Installation Troubles w/in 7 Days			
% Installation Troubles w/in 30 days			
% Missed Appointment - Customer			
<b>Maintenance</b>			
Total Number of Troubles Reported			
Customer Trouble Report Rate			
% Missed Repair Appointments			
Mean Time to Repair			
% Lines Out of Service > 4 Hours			
% Lines Out of Service > 12 Hours			
% Out of Service > 24 Hours			
% Cleared within 24 Hours			
% Repeat Reports w/in 30 days			
% CPE Troubles			
% Subsequent Trouble Reports			
% No Trouble Found			
% No Access			

Notes: 1) Customer Trouble Report Rate excludes CPE and subsequent reports. 2) Subsequents are additional calls on open troubles. 3) Some measures are an indicator of carrier performance, such as % no trouble found, % CPE and % no access.

## Comparability Reports for Resale

(Under development - separate reports for DS0, DS1, and DS3)

<i>Product:</i>	Resale - Specials
<i>State:</i>	New Jersey
<i>Time Period:</i>	Monthly

Metric	Actual Service Performance		
	Carrier	All Telecom. Carriers	BA & Affiliates
<b>Provisioning</b>			
Number of Installation Orders			
Average Interval business days			
% Complete w/in 5 Days			
% Missed Appointment - BA - Dispatch			
% Missed Appointment - BA - No Dispatch			
% Completed in 1 business day - Dispatch			
% Completed in 1 business day - No Dispatch			
% Completed w/in 2 business days - Dispatch			
% Completed w/in 2 business days - No Dispatch			
% Completed w/in 3 business days - Dispatch			
% Completed w/in 3 business days - No Dispatch			
% Completed w/in 4 business days			
% Completed w/in 5 business days			
% Completed w/in 6 business days			

% Installation Troubles w/in 7 Days			
% Installation Troubles w/in 30 days			
% Missed Appointment - Customer			
<b>Maintenance</b>			
Total Number of Troubles Reported			
Customer Trouble Report Rate			
Mean Time to Repair			
% Lines Out of Service > 4 Hours			
% Lines Out of Service > 12 Hours			
% Out of Service > 24 Hours			
% Cleared within 24 Hours			
% Repeat Reports w/in 30 days			
% CPE Troubles			
% Subsequent Trouble Reports			
% No Trouble Found			
% No Access			

Notes: 1) Customer Trouble Report Rate excludes CPE and subsequents. 2) Subsequents are additional calls on open troubles. 3) Some measures are an indicator of carrier performance, such as % no trouble found, % CPE and % no access.

## Comparability Reports for Unbundled Elements - POTS

<i>Product:</i>	Unbundled Elements - POTS (Dial Tone Services)
<i>State:</i>	New Jersey
<i>Time Period:</i>	Monthly

Metric	Actual Service Performance		
	Carrier	All Telecom. Carriers	BA & Affiliates
<b>Provisioning</b>			
Number of Installation Orders			
Average Interval			
% completed in 1 business day - Dispatch			
% completed in 1 business day - No Dispatch			
% Completed w/in 2 business days - Dispatch			
% Completed w/in 2 business days - No Dispatch			
% Completed w/in 3 business days - Dispatch			
% Completed w/in 3 business days - No Dispatch			
% Completed w/in 4 business days			
% Completed w/in 5 business days			
% Completed w/in 6 business days			
% Missed Appointment - BA - Dispatch			
% Missed Appointment - BA - No Dispatch			



% Installation Troubles w/in 7 Days			
% Installation Troubles w/in 30 days			
% Missed Appointment - Customer			
<b>Maintenance</b>			
Total Number of Troubles Reported			
Customer Trouble Report Rate			
Customer Trouble Report Rate - Loop			
Customer Trouble Report Rate - CO			
% Missed Repair Appointments			
Mean Time to Repair - Loop Trouble			
Mean Time to Repair - CO Trouble			
% Out of Service > 4 Hours			
% Out of Service > 12 Hours			
% Out of Service > 24 Hours			
% Cleared within 24 Hours			
% Repeat Reports w/in 30 days			
% Subsequent Trouble Reports			
% CPE Troubles			
% No Trouble Found			
% No Access			

Notes: 1) Customer Trouble Report Rate excludes CPE and subsequents. 2) Subsequents are additional calls on open troubles. 3) Some measures are an indicator of carrier performance, such as % no trouble found, % CPE and % no access. 4) Other Unbundled elements include equivalent complex special services requiring specialized circuit design.

## Comparability Reports for Unbundled Elements - Specials

(Under development - separate reports for DS0, DS1, and DS3)

<b>Product:</b>	Other Unbundled Elements - SPECIALS
<b>State:</b>	New Jersey
<b>Time Period:</b>	Monthly

Metric	Actual Service Performance		
	Carrier	All Telecom. Carriers	BA & Affiliates
<b>Provisioning</b>			
Number of Installation Orders			
Average Interval - business days			
% Complete w/in 5 Days - Dispatch			
% Complete w/in 5 Days - No Dispatch			
% Missed Appointment - BA - Dispatch			
% Missed Appointment - BA - No Dispatch			
% Installation Troubles w/in 30 days			
% Missed Appointment - Customer			
<b>Maintenance</b>			
Total Number of Troubles Reported			
Customer Trouble Report Rate			
Mean Time to Repair			
% Out of Service > 4 hours			
% Out of Service > 24 Hours			

<b>% Repeat Reports w/in 30 days</b>			
<b>% Subsequent Trouble Reports</b>			
<b>% CPE Troubles</b>			
<b>% No Trouble Found</b>			
<b>% No Access</b>			

Notes: 1) Customer Trouble Report Rate excludes CPE and subsequents. 2) Subsequents are additional calls on open troubles. 3) Some measures are an indicator of carrier performance, such as % no trouble found, % CPE and % no access. 4) Other Unbundled elements include equivalent complex special services requiring specialized circuit design.

### Comparability Reports for Interconnection

<i>Product:</i>	Interconnection Trunks
<i>State:</i>	New Jersey
<i>Time Period:</i>	Monthly

Metric	Actual Service Performance		
	Carrier	All Telecom. Carriers	BA & Affiliates
<b>Provisioning</b>			
Number of Installation Orders			
Average Interval -business days			
% Missed Appointment - BA			
% Installation Troubles w/in 30 days			
% Missed Appointment - Customer			
<b>Maintenance</b>			
Total Number of Troubles Reported			
Customer Trouble Report Rate			
Mean Time to Repair			
% Out of Service > 2 Hours			
% Out of Service > 4 Hours			
% Out of Service > 12 Hours			

<b>% Out of Service &gt; 24 Hours</b>			
<b>% Repeat Reports w/in 30 days</b>			
<b>% Subsequent Trouble Reports</b>			
<b>% No Trouble Found</b>			

Notes: 1) Customer Trouble Report Rate excludes CPE and subsequents. 2) Subsequents are additional calls on open troubles. 3) Some measures are an indicator of carrier performance, such as % no trouble found, % CPE and % no access.

## **Liquidated Damages**

### **I. Provisioning**

#### **A. Missed Installation Appointments**

1. POTS Services (Resale or Unbundled Network Elements ("UNE") or Interim Number Portability ("INP") - RCF or RI or Local Number Portability ("LNP"))

##### **a. Dispatch**

<b>% Missed Appointment (BA reason)</b>	<b>Rebate per line for each missed installation appointment:</b>
BA rate + 1.5%	\$15
BA rate + 2.0%	\$17
BA rate + 2.5%	\$20
BA rate + 3.0%	\$25
BA rate + 3.5%	\$30
BA rate + 4.0%	\$35
BA rate + 4.5%	\$40
BA rate + 5.0%	\$45
BA rate + 5.5%	\$50
BA rate + 6.0%	\$55
BA rate + 6.5%	\$65

##### **b. No Dispatch**

<b>% Missed Appointment (BA reason)</b>	<b>Rebate per line for each missed installation appointment:</b>
BA rate + 0.5%	\$15
BA rate + 1.0%	\$17
BA rate + 1.5%	\$20
BA rate + 2.0%	\$25
BA rate + 2.5%	\$30
BA rate + 3.0%	\$35
BA rate + 3.5%	\$40
BA rate + 4.0%	\$45
BA rate + 4.5%	\$50
BA rate + 5.0%	\$55
BA rate + 5.5%	\$65

## 2. Special Services (Resale or UNE)

### a. DSO

<b>% Missed Appointment (BA reason)</b>	<b>Additional Rebate missed installation beyond parity</b>
Programming underway to capture actual results. Similar scale to POTS.	\$52.00
	\$72.00
	\$92.00
	\$108.00
	\$155.00
	\$180.00
	\$220.00
	\$270.00
	\$310.00
	\$355.00
	\$400.00

### b. DS1

<b>% Missed Appointment (BA reason)</b>	<b>Rebate for missed installation beyond parity</b>
Programming underway to capture actual results. Similar scale to POTS.	\$150.00
	\$200.00
	\$250.00
	\$300.00
	\$350.00
	\$400.00
	\$500.00
	\$600.00
	\$700.00
	\$800.00
	\$900.00

c. DS3

<b>% Missed Appointment (BA reason)</b>	<b>Rebate for each missed installation beyond parity</b>
Programming underway to capture actual results. Similar scale to POTS.	10% Non-Recurring Charges
	15%
	20%
	30%
	40%
	50%
	60%
	70%
	80%
	90%
	100% Non-Recurring Charges

3. Trunks (All Interconnection, Meet-Point Billing, E-911, Operator Services, SS7, and Route Indexing)

a. DSO

<b>% Missed Appointment (BA reason)</b>	<b>Rebate for missed installation beyond parity</b>
Programming underway to capture actual results. Similar scale to POTS.	\$52.00
	\$72.00
	\$92.00
	\$108.00
	\$155.00
	\$180.00
	\$220.00
	\$270.00
	\$310.00
	\$355.00
	\$400.00



b. DS1

<b>% Missed Appointment (BA reason)</b>	<b>Rebate for missed installation beyond parity</b>
Programming underway to capture actual results. Similar scale to POTS.	\$150.00
	\$200.00
	\$250.00
	\$300.00
	\$350.00
	\$400.00
	\$500.00
	\$600.00
	\$700.00
	\$800.00
	\$900.00

c. DS3

<b>% Missed Appointment (BA reason)</b>	<b>Rebate for each missed installation beyond parity</b>
Programming underway to capture actual results. Similar scale to POTS.	10% Non-Recurring Charges
	15%
	20%
	30%
	40%
	50%
	60%
	70%
	80%
	90%
	100% Non-Recurring Charges

## **B. Completed Within Interval Measure**

### **1. POTS Services (Resale, UNE, INP or NP)**

#### **a. Dispatch**

<b>% Completed Within 5 Days</b>	<b>Rebate per line completed beyond 5 days:</b>
BA rate + 1.5%	\$15
BA rate + 2.0%	\$17
BA rate + 2.5%	\$20
BA rate + 3.0%	\$25
BA rate + 3.5%	\$30
BA rate + 4.0%	\$35
BA rate + 4.5%	\$40
BA rate + 5.0%	\$45
BA rate + 5.5%	\$50
BA rate + 6.0%	\$55
BA rate + 6.5%	\$65

#### **b. No Dispatch**

<b>% Completed Within 5 Days</b>	<b>Rebate per line completed beyond 5 days:</b>
BA rate + 1.5%	\$15
BA rate + 2.0%	\$17
BA rate + 2.5%	\$20
BA rate + 3.0%	\$25
BA rate + 3.5%	\$30
BA rate + 4.0%	\$35
BA rate + 4.5%	\$40
BA rate + 5.0%	\$45
BA rate + 5.5%	\$50
BA rate + 6.0%	\$55
BA rate + 6.5%	\$65

2. Trunks (All Interconnection, Meet-Point Billing, E-911, Operator Services, SS7, and Route Indexing)

a. DSO

<b>% Completed Within Interval</b>	<b>Rebate</b>
Programming underway to capture actual results. Similar scale to POTS.	\$52.00
	\$72.00
	\$92.00
	\$108.00
	\$155.00
	\$180.00
	\$220.00
	\$270.00
	\$310.00
	\$355.00
	\$400.00

b. DS1

<b>% Completed Within Interval</b>	<b>Rebate</b>
Programming underway to capture actual results. Similar scale to POTS.	\$150.00
	\$200.00
	\$250.00
	\$300.00
	\$350.00
	\$400.00
	\$500.00
	\$600.00
	\$700.00
	\$800.00
	\$900.00

c. DS3

<b>% Completed Within Interval</b>	<b>Rebate</b>
Programming underway to capture actual results. Similar scale to POTS.	10% Non-Recurring Charges
	15%
	20%
	30%
	40%
	50%
	60%
	70%
	80%
	90%
	100% Non-Recurring Charges

## II. Maintenance

### A. Resale and UNE - Out of Service More Than 24 Hours

#### 1. POTS Services (Resale, UNE, INP or NP)

% OOS > 24 Hours	Rebate per line OOS > 24 Hours
BA rate + 1.5%	\$15
BA rate + 2.0%	\$17
BA rate + 2.5%	\$20
BA rate + 3.0%	\$25
BA rate + 3.5%	\$30
BA rate + 4.0%	\$35
BA rate + 4.5%	\$40
BA rate + 5.0%	\$45
BA rate + 5.5%	\$50
BA rate + 6.0%	\$55
BA rate + 6.5%	\$65

#### 2. Special Services (Resale or UNE)

##### a. DSO

% OOS > 24 Hours	Rebate per line OOS > 24 Hours
Programming underway to capture actual results. 1996 results are not available.	\$15
	\$17
	\$20
	\$25
	\$30
	\$35
	\$40
	\$45
	\$50
	\$55
	\$65

b. DS1

<b>% OOS &gt; 24 Hours</b>	<b>Rebate per line OOS &gt; 24 Hours</b>
Programming underway to capture actual results. 1996 results are not available.	\$50.00
	\$65.00
	\$75.00
	\$90.00
	\$110.00
	\$130.00
	\$150.00
	\$170.00
	\$190.00
	\$210.00
	\$250.00

c. DS3

<b>% OOS &gt; 24 Hours</b>	<b>Rebate per line OOS &gt; 24 Hours</b>
Programming underway to capture actual results. 1996 results are not available.	25% Recurring Charge
	30% Recurring Charge
	35% Recurring Charge
	40% Recurring Charge
	45% Recurring Charge
	50% Recurring Charge
	55% Recurring Charge
	60% Recurring Charge
	65% Recurring Charge
	70% Recurring Charge
	75% Recurring Charge

3. Trunks (All Interconnection, Meet-Point Billing, E-911, Operator Services, SS7, and Route Indexing)

a. DSO

<b>% OOS &gt; 24 Hours</b>	<b>Rebate per line OOS &gt; 24 Hours</b>
Programming underway to capture actual results. 1996 results are not available.	\$15
	\$17
	\$20
	\$25
	\$30
	\$35
	\$40
	\$45
	\$50
	\$55
	\$65

b. DS1

<b>% OOS &gt; 24 Hours</b>	<b>Rebate per line OOS &gt; 24 Hours</b>
Programming underway to capture actual results. 1996 results are not available.	\$50.00
	\$65.00
	\$75.00
	\$90.00
	\$110.00
	\$130.00
	\$150.00
	\$170.00
	\$190.00
	\$210.00
	\$250.00

c. DS3

<b>% OOS &gt; 24 Hours</b>	<b>Rebate per line OOS &gt; 24 Hours</b>
Programming underway to capture actual results. 1996 results are not available.	25% Recurring Charge
	30% Recurring Charge
	35% Recurring Charge
	40% Recurring Charge
	45% Recurring Charge
	50% Recurring Charge
	55% Recurring Charge
	60% Recurring Charge
	65% Recurring Charge
	70% Recurring Charge
	75% Recurring Charge